| Perspective | Objectives | Measures | Initiatives |
|---|---|---|---|
| Customer & Stakeholder Perspective (Ends) | CS1: Understand and Respond to External Customer and Stakeholder Needs | CS1a: % of Customers Actively and Accurately Reporting Supply Status via Tewls Release 2.0 Assemblage Management and Other Similar Reporting Tools<br>CS1b: % of Customers Actively and Accurately Reporting Maintenance Status via a Medical Maintenance Enterprise System<br>CS1c: # of Identified Action Items From Surveys<br>CS1d: Annual Forecasting Plan Analysis | 08 - Realize a Viable Assemblage Management Capability, TEWLS R 2.0 (formally CBOM / CSM) |
| | CS2: Improve External Customer Readiness | CS2a: % of Unforecasted Requirements From Stakeholder or Customer Accomplished by RDD<br>CS2b: % Fully Mission Capable (FMC) Maintenance Significant Items (per AR 750-1-2) | 08 - Realize a Viable Assemblage Management Capability, TEWLS R 2.0 (formally CBOM / CSM) |
| | CS3: Promote Customer and Stakeholder Collaboration and Communication | CS3a: % Change of Inbound / Outbound Volume (reflecting increase of quality and timeliness) of RFIs (CHATTER) | |
| | CS4: Improve Stakeholder Value and Reduce Customer Logistics Burden | CS4a: % of Progress Against Plans for Implementation of Army Campaign Plan / ARFORGEN Centralized Programs (i.e. MMRP, BCT UDP, and Training Sets). | 21 - Full Medical Materiel Readiness Program (MMRP) Implementation to support ARFORGEN tenets [U] - Expand Reset capabilities to support ARFORGEN -... |

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|---|---|---|---|
| Internal Perspective (Ways) | IP1: Improve Requirements Planning and Synchronization | IP1a: % Changes to the Executive Level Fielding Schedule — A<br>IP1b: # of Changes to the Executive Level Fielding Schedule | |
| | IP2: Expand and Optimize Production Capacity | IP2a: % Changes to the Executive Level Fielding Schedule — A<br>IP2b: % of ARMT Plans Not Executed — A<br>IP2c: % of Missions Adjusted vs. Planned Missions — A | |
| | IP3: Execute an Integrated Lifecycle Management Process | IP3a: Operational Availability (Ao)<br>IP3b: % of Standardized Processes<br>IP3c: % of Identified Medical Equipment With Approved ILS Strategies | 08 - Realize a Viable Assemblage Management Capability, TEWLS R 2.0 (formally CBOM / CSM)<br>46 - Achieve Acquisition Integration Benefits by Aligning Processes, Objectives and Teams |
| | IP4: Integrate Medical Maintenance Capabilities | IP4a: % Progress Against an Establishment Plan — G | Develop System Level Procedures and Work Instructions for APS and RCHD Maintenance Operations — A<br>Develop System Level Procedures and Work Instructions for M3D.<br>Develop System Level Procedures and Work Instructions for NMP. — G |

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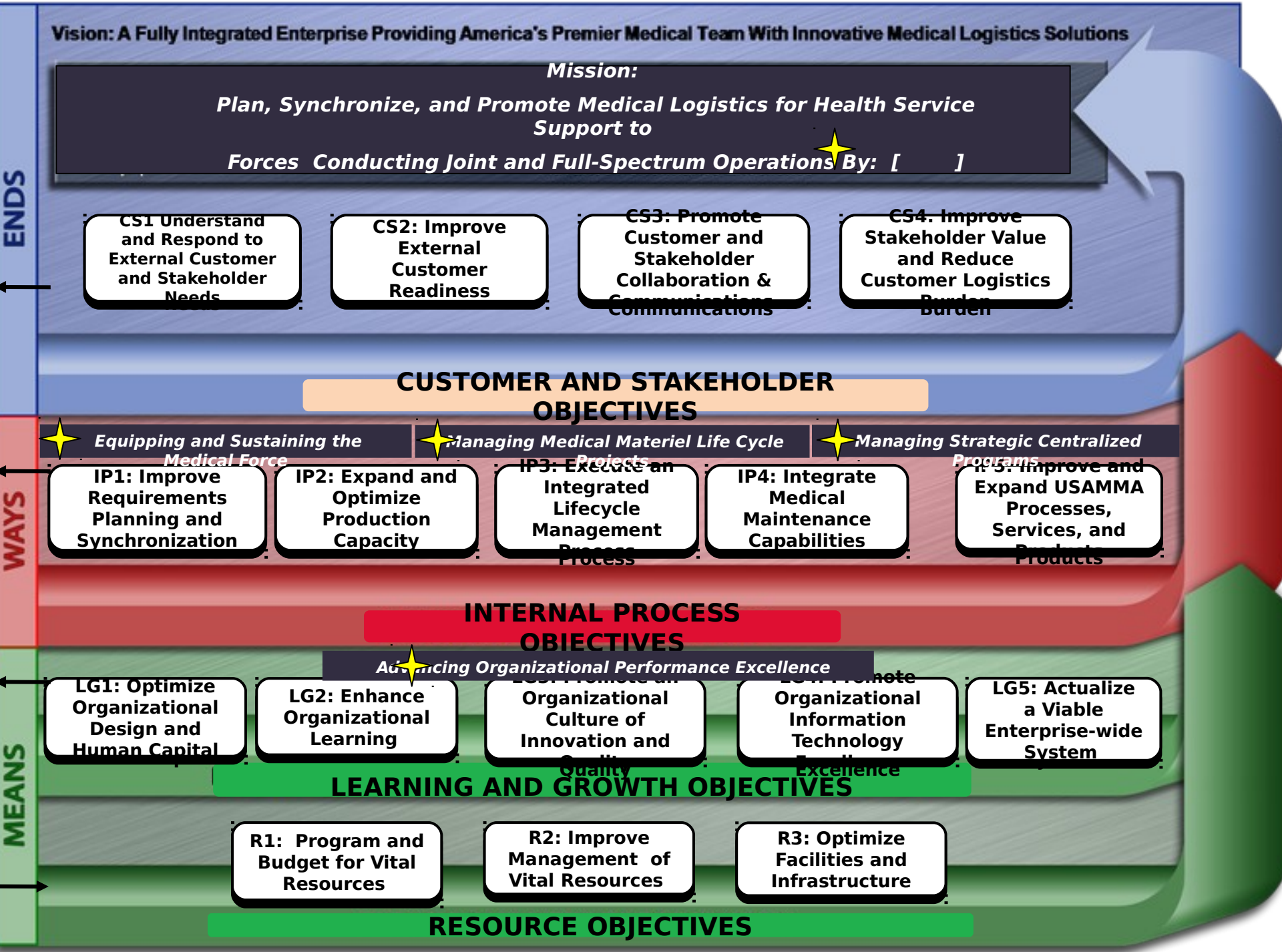
| | IP5: Improve and Expand USAMMA Processes, Services, and Products | IP5a: % of Products with a Program Baseline<br>IP5b: % of Products with Requirements Documents<br>IP5c: % of Advanced Development Products Meeting Schedule | 11 - Automated Interactive Training for Medical Equipment Items<br>21 - Full Medical Materiel Readiness Program (MMRP) Implementation to support ARFORGEN tenets [U] - Expand Reset capabilities to support ARFORGEN -... |
| Learning & Growth Perspective (Means) | LG1: Optimize Organizational Design and Human Capital | LG1a: % Progress Against TDA Update<br>LG1b: % of Succession Plans Approved Against Critical Positions<br>LG1c: % of Fill On-hand Compared to Required Positions for Category A (Total TDA) and Category B (Critical Only) | 44- Synchronize Workforce Training & Education [U] |
| | LG2: Enhance Organizational Learning | LG2a: % Accomplishment of IDPs<br>LG2b: # of Populated Artifacts in KM System | 44- Synchronize Workforce Training & Education [U] |
| | LG3: Promote an Organizational Culture of Innovation and Quality | LG3a: % of Organizational Performance Excellence Program Completed | NEW: Organizational Profile |

| | | | |
|---|---|---|---|
| | LG4: Promote Organizational Information Technology Excellence | LG4a: % of Progress Completed Against the ICT Plan<br>LG4b:% of Meet or Exceed Ratings for Top 5 Established Performance Objectives in Service Level Agreement (SLA) | 01 - Corporate Performance Management and Metrics Framework<br>29 - Develop a Medical Maintenance Remote Diagnostic Access (RDA) Capability [U]<br>45 - Develop ICT Plan<br>NEW: Documentation, blueprinting, funding and implementation of a automation system that provides for a single process integrating maintenance with Fi... G |
| | LG5: Actualize a Viable Enterprise-wide System | LG5a: # of Core/Critical Functionality Accepted in the Enterprise System Release Plan | 12 - Fully integrate WebMRE functionality into TEWLS/DMLSS enterprise System |
| Resource Perspective (Means) | R1: Program and Budget for Vital Resources | R1a: % of Validated POM Requirements Funded for Each MDEP and DHP | |
| | R2: Improve Management of Vital Resources | R2a: % of Mission Requirements Funded<br>R2b: % of Funding Returned to the Army After Fiscal Year-end | |
| | R3: Optimize Facilities and Infrastructure | R3a: % Progress against Facilities and Infrastructure Master Plan<br>R3b: # of Facilities Problems and Safety/Health Issues | |


Vision: A Fully Integrated Enterprise Providing America's Premier Medical Team With Innovative Medical Logistics Solutions
Mission:
Plan, Synchronize, and Promote Medical Logistics for Health Service Support to
Forces Conducting Joint and Full-Spectrum Operations By: [ ]
ENDS
CS1 Understand and Respond to External Customer and Stakeholder Needs
CS2: Improve External Customer Readiness
CS3: Promote Customer and Stakeholder Collaboration & Communications
CS4. Improve Stakeholder Value and Reduce Customer Logistics Burden
CUSTOMER AND STAKEHOLDER OBJECTIVES
WAYS
Equipping and Sustaining the Medical Force
Managing Medical Materiel Life Cycle Projects
Managing Strategic Centralized Programs
IP1: Improve Requirements Planning and Synchronization
IP2: Expand and Optimize Production Capacity
IP3: Execute an Integrated Lifecycle Management Process
IP4: Integrate Medical Maintenance Capabilities
IP 5: Improve and Expand USAMMA Processes, Services, and Products
INTERNAL PROCESS OBJECTIVES
MEANS
Advancing Organizational Performance Excellence
LG1: Optimize Organizational Design and Human Capital
LG2: Enhance Organizational Learning
Organizational Culture of Innovation and Quality
Organizational Information Technology Excellence
LG5: Actualize a Viable Enterprise-wide System
LEARNING AND GROWTH OBJECTIVES
R1: Program and Budget for Vital Resources
R2: Improve Management of Vital Resources
R3: Optimize Facilities and Infrastructure
RESOURCE OBJECTIVES